

SECRETARY III

GRADE: 13

FLSA: NON-EXEMPT

CHARACTERISTICS OF CLASS:

The Secretary III performs difficult skilled clerical and responsible administrative work to assist the assigned division or department head to accomplish divisional/departmental goals and objectives. The work requires a reactive approach, supplying or seeking information on specialized matters and a proactive approach requiring continuing personal contact with the general public explaining departmental policies and procedures. The work requires limited physical demands and may have considerable mental effort and stress involved in meeting the needs of the supervisor as well as the public. The incumbent's work is directed with general supervisory review and is subject to general policies and procedures with standardized administrative practice. The work itself has meaningful impact with moderate consequences to the overall function of the division/department.

EXPECTATIONS OF ALL CITY EMPLOYEES:

- Learn and demonstrate an understanding of City, department, division and team goals.
- Serve and meet the needs of customers during routine or emergency situations.
- Ability and willingness to work as part of a team, to demonstrate team skills and to perform a fair share of team responsibilities.
- Ability to assess his/her work performance or the work performance of the team.
- Plan and organize his/her work, time and resources, and if applicable that of subordinates.
- Contribute to the development of others and/or the working unit or overall organization.
- Produce desired work outcomes including quality, quantity and timeliness.
- Communicate effectively with peers, supervisors, subordinates and people to whom service is provided.
- Understand and value differences in employees and value input from others.
- Consistently report to work and work assignments prepared and on schedule.
- Consistently display a positive behavior with regard to work, willingly accept constructive criticism and be respectful of others.

EXAMPLES OF DUTIES:

- Plans, performs and coordinates necessary secretarial duties including typing, filing, etc., to support divisional and departmental operations.
- May supervise and coordinate activities of others involved in performing secretarial-clerical activities of the office.
- Sets up and ensures maintenance of specialized files/record keeping systems.

- Performs advanced secretarial duties utilizing word processing and data processing equipment.
- Makes arrangements for local and out-of-town travel for seminars and conferences.
- Acts as office manager to coordinate activities of the office with other departments, agencies and individuals both within and outside the City.
- Schedules meetings and appointments and assists in setting up meetings as directed by supervisor.
- Screens incoming calls, correspondence and visitors answering questions and/or rerouting them as appropriate.
- Prepares text for various publications and reports.
- Conducts file searches and research as directed.
- Prepares correspondence using notes, dictation or verbal instructions from supervisor.
- Ensures confidentiality of records and correspondence.
- Ensures accurate and timely secretarial and clerical support.
- Coordinates activities within the office and with others.
- Maintains accurate records pertaining to all assigned duty areas.
- Performs all tasks in a safe manner.
- Performs other duties and tasks as directed.

QUALIFICATIONS:

Required Training and Experience:

Any combination of training and experience equivalent to graduation from high school, including or supplemented by courses in typing, shorthand and/or basic business. From 3-4 years of experience in secretarial work with some experience in a supervisory position preferred. Must have word processing and data processing skills appropriate to the specific position.

Preferred Knowledge, Skills and Abilities:

- Thorough knowledge of secretarial duties needed for the function of a division/department.
- Knowledge of division/department goals and policies.
- Skill in advanced secretarial duties including word processing and data processing equipment.
- Ability to communicate effectively with City personnel and the general public.
- Ability to take and transcribe dictation by machine or shorthand may be required.